

**Program A: Administrative Services****OBJECTIVES AND PERFORMANCE INDICATORS**

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2002-2003. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document.

The objective and performance indicators that appear are associated with program funding in the Base Executive Budget for FY 2002-2003. Specific information on program funding is presented in the financial section.

DEPARTMENT ID: 21 Ancillary Appropriations  
 AGENCY ID: 21-805 Administrative Services  
 PROGRAM ID: Program A: Administrative Services

1. (KEY) To maintain customer response time at 6 days.

Strategic Link: This operational objective is an incremental step toward achieving Strategic Goal I: To provide quality service at a cost equal to or less than commercial vendors.

Louisiana: Vision 2020 Link: Goal 1, Objective 1.8

Children's Cabinet Link: N/A

Other Link(s): N/A

Explanatory Note: Customer response time' refers to the time between when a work order is received and when the order is shipped for delivery to customer.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 32 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Maintain customer response time. <sup>1</sup>	7 Days	6 Days	6 Days	6 Days	6 Days	6 Days

<sup>1</sup> A 6 day response time is the longest period of time acceptable. The goal is to strive for continuous improvement.